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March 2010

## WEB PO WEBINAR FAQs

### Go LIVE:

When will we receive our log in and password?

Login information (User ID and a temporary password) will be emailed to you on March 15<sup>th</sup>, 2010.

Will you be sending a test PO so we can see what it will look like before we go live?

Test POs will not be sent as PO's when printed on the portal look like the orders you receive today.

If a supplier is not successfully signed up for WEBPO will they still get faxes until they sign up?

Faxes are eliminated once the LCBO goes live on March 15, 2010. POs will only be processed online through the system.

What is the link for the online user guide? When will the webinar be available online?

[www.lcbotrade.com](http://www.lcbotrade.com) The webinar will be available March 1<sup>st</sup>.

### Setting Up Users/Permissions:

As a Read/Write user can you do everything necessary with the PO?

Read/Write permission grants a user the ability to both request PO changes and update PO s within Web PO.

Can the Read Only vendor user print a copy of the purchase order?

Read Only permission grants the user the ability to view the details and to print the PO.

Is the supplier required to set up their Ontario agent as a vendor user?

There is no requirement for a supplier to set up their Ontario agent as vendor user. It is up to the supplier if they wish to grant access to their Agents. We suggest that if you do allow access that it be for a Read Only. Please note that if you grant access, the agent will be able to view all your orders and not just the ones they represent.

How many administrators should suppliers use, considering suppliers may have several agents and brands under different supplier numbers?

Each Supplier number requires at least one administrator.



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### Setting Up Users/Permissions (cont)

How many Read and Write users can be added to one account?

There is no limit to the number of Read/Write users to one account. The Supplier Administrator is responsible for managing the users on their account.

In a small organization with limited staff, is it possible to have the same person manage the role of Supplier Administrator and have Read/Write access?

Yes; the Supplier Administrator role allows for Read/Write and administrator permissions.

What is a 'verify word' - An extra password?

The verify word is used to help recover your lost or forgotten password.

Do we need to include the transportation company as users?

No; as the LCBO is registering the transport companies with a limited Read Only function.

### Purchase Orders:

Our usual receipt date of PO's was Thursday. Do we now have to check for orders daily?

The LCBO review cycles are not changing. Orders will be processed and posted on the portal on the same review days as today. You will also receive an e-mail alert when a PO has been posted.

As suppliers, how many times do we have to log into the portal to update an order from the initial confirmation to final shipment?

Suppliers are required to review and confirm the order once, and if your lead time is greater than 7 days, one more time to indicate the goods are ready to ship. However, if there are changes to the order, you will need to review the PO again.

Does confirmation within 3 days, mean within three working days?

Confirmation means three business days.

Do we will still receive orders by EDI? Will the PO's automatically be confirmed?

EDI order processing is not changing; however you will need to login to the portal to indicate the order is Ready to Ship if your lead time is greater than 7 days.

Will old purchase orders from the auto fax program be posted on the new online system?

All open PO's (ones that have not been received at LCBO) will be available on the portal when the system goes live. All existing orders can then be processed on the portal.



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### Purchase Orders: (cont)

Will the supplier receive confirmation from LCBO when the PO has been received at LCBO warehouse?

A confirmation will not be sent when a PO is received; however you are able to view the receipt status.

Will Vintages orders be confirmed through Web PO?

Vintages orders will be confirmed through Web PO system

How can I change vintage, bar code, UPC/SCC, ti-hi or price if these are incorrect on LCBO PO?

Please contact the LCBO directly, as you do today.

Will iSupplier and WEB PO be interlinked?

iSupplier and Web PO are not linked.

Can we track payment status on Web PO?

Payment status can not be tracked on Web PO

How long will the LCBO take to acknowledge a change indicated on the PO? – e.g. change in quantity (less wine available than ordered)

LCBO will be continuously monitoring change requests and addressing them in priority sequence.

### Ready to Ship Questions:

What do you mean by "Ready to Ship" and can I do that at any time?

"Ready to Ship" means the supplier has prepared the LCBO order and the order is physically ready to be turned over to the transportation company. The "Ready to Ship" button is only required for orders from suppliers with greater than 7 days lead time.

Can we confirm "Ready to Ship" if the shipment is ready much earlier than the required ship date?

Yes; Suppliers can confirm the shipment prior to the required ship date.

When a PO is ready to be shipped shall we get in touch with the forwarding agent as before?

Yes.

If the ship date is March 20th and the supplier can ship on March 31st based on the date the transporter gives them, do they need to still request a ship date change?

No; as the transporter should be providing the LCBO with the new ship date.



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**Alerts:**

When does a supplier receive alerts?

Non EDI suppliers will receive an alert for the following conditions:

1. New or revised PO posted on Portal
2. PO confirmation is 3 business days overdue
3. An overseas PO has not been picked up within 6 business days of requested ship date PO has been cancelled

EDI Suppliers will only receive e-mails for conditions 2 and 3 above.

Are all alerts emailed to users so we don't have to keep checking the website for new orders or changes?

Alerts will be sent to all supplier users who have requested alerts in their user profile.

**Private Ordering/Direct Delivery/Consignment:**

Will private ordering, direct delivery to stores or consignment orders be processed through WEB PO?

No; these ordering processes will not be routed through WEB PO

**System Capabilities:**

Are several people able to log in at the same time in a company to process orders?

Yes, the Web PO system allows for multiple users to login at the same time.

Will you have an online inventory?

No, Online inventory is not a function of Web PO.

Will Web PO be available in other languages?

Web PO is only available in English.

Can we email the PO screen or only print?

The PO can only be printed.

If a supplier has several supplier numbers, will the supplier be able to see all of them or will they be separate screens?

Each supplier number's orders are processed independently.



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### **Communication with FF/Carrier:**

How does the relationship between the carrier/forwarder and the supplier change with Web PO?  
The relationship does not change. Although the freight forwarders/carriers have limited visibility to orders on the portal, we do not anticipate that any of the current processes you have with them will change.

### **General**

What is TRO?

TRO refers to Trade Resources Online, a one-stop website for our trading partners.  
[www.lcbotrade.com](http://www.lcbotrade.com)

What is the difference between Web PO and NISS?

WebPO is new system to transmit warehouse purchase order information to our partners via the web.  
NISS (New Item Submission System) is a system to manage the processing of new products into the LCBO.